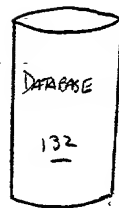
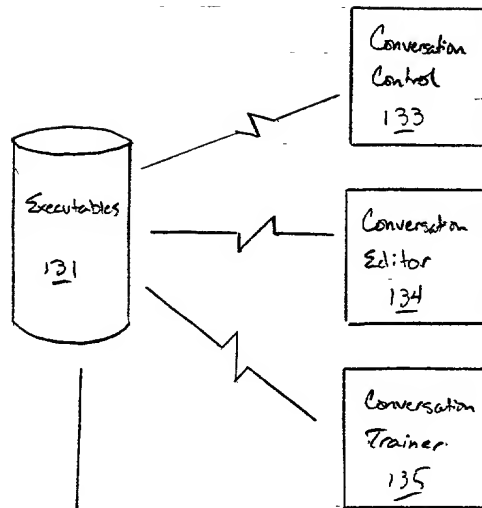


FIG. 1A

130



135

APPROACH A 136	
SCRIPT AA 137	SCRIPT BA 138
Script Items AAA 141	Script Items BBA 142
Script Items AAA 143	Script Items BBA 144
Script Items AAA 145	Script Items BBA 146
Script Items AAA 147	Script Items BBA 148
Script Items AAA 149	Script Items BBA 150
Script Items AAA 151	Script Items BBA 152
Script Items AAA 153	Script Items BBA 154
Script Items AAA 155	Script Items BBA 156
Script Items AAA 157	Script Items BBA 158
Script Items AAA 159	Script Items BBA 160

FIG 18

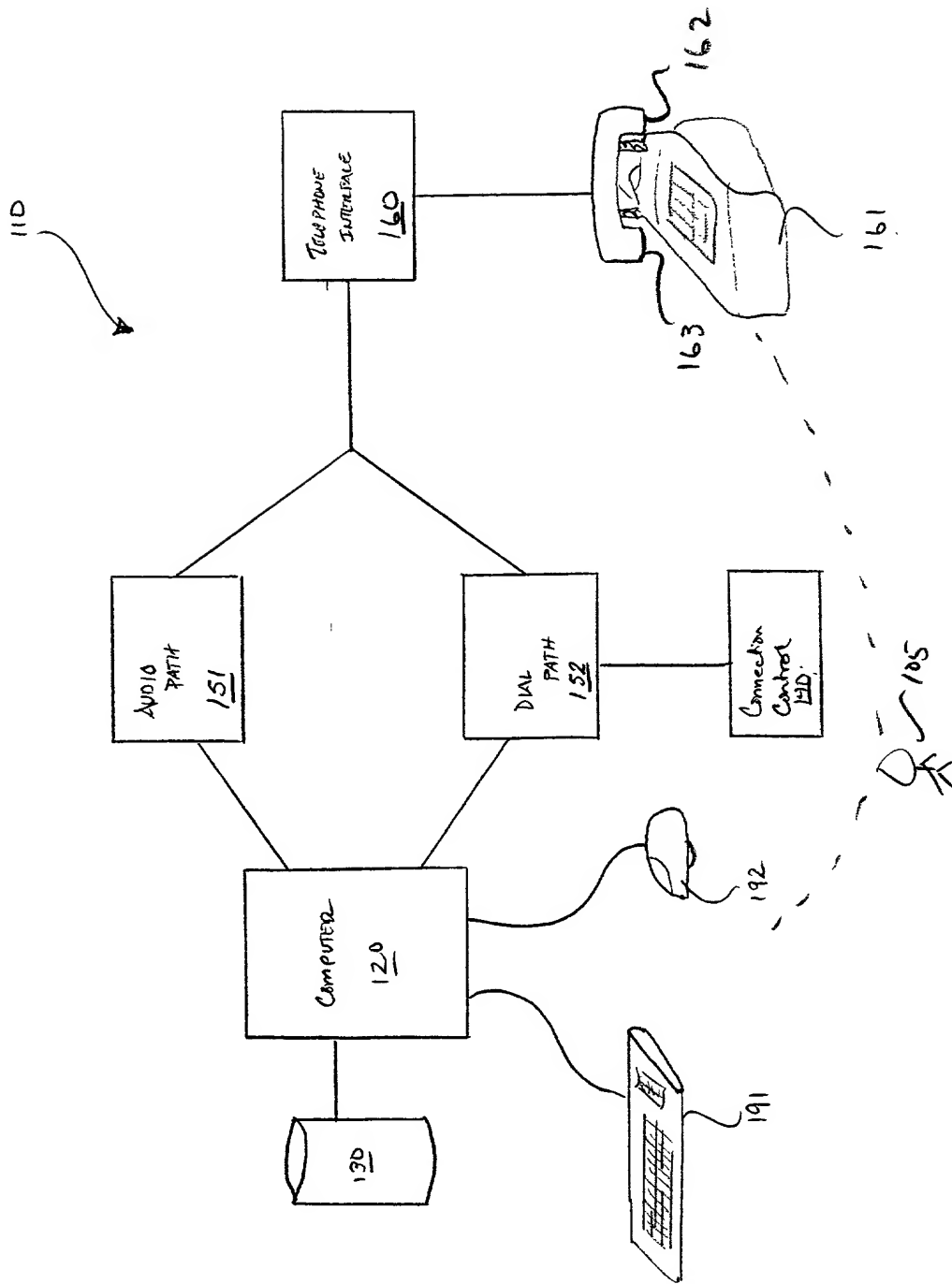


FIG. 2A

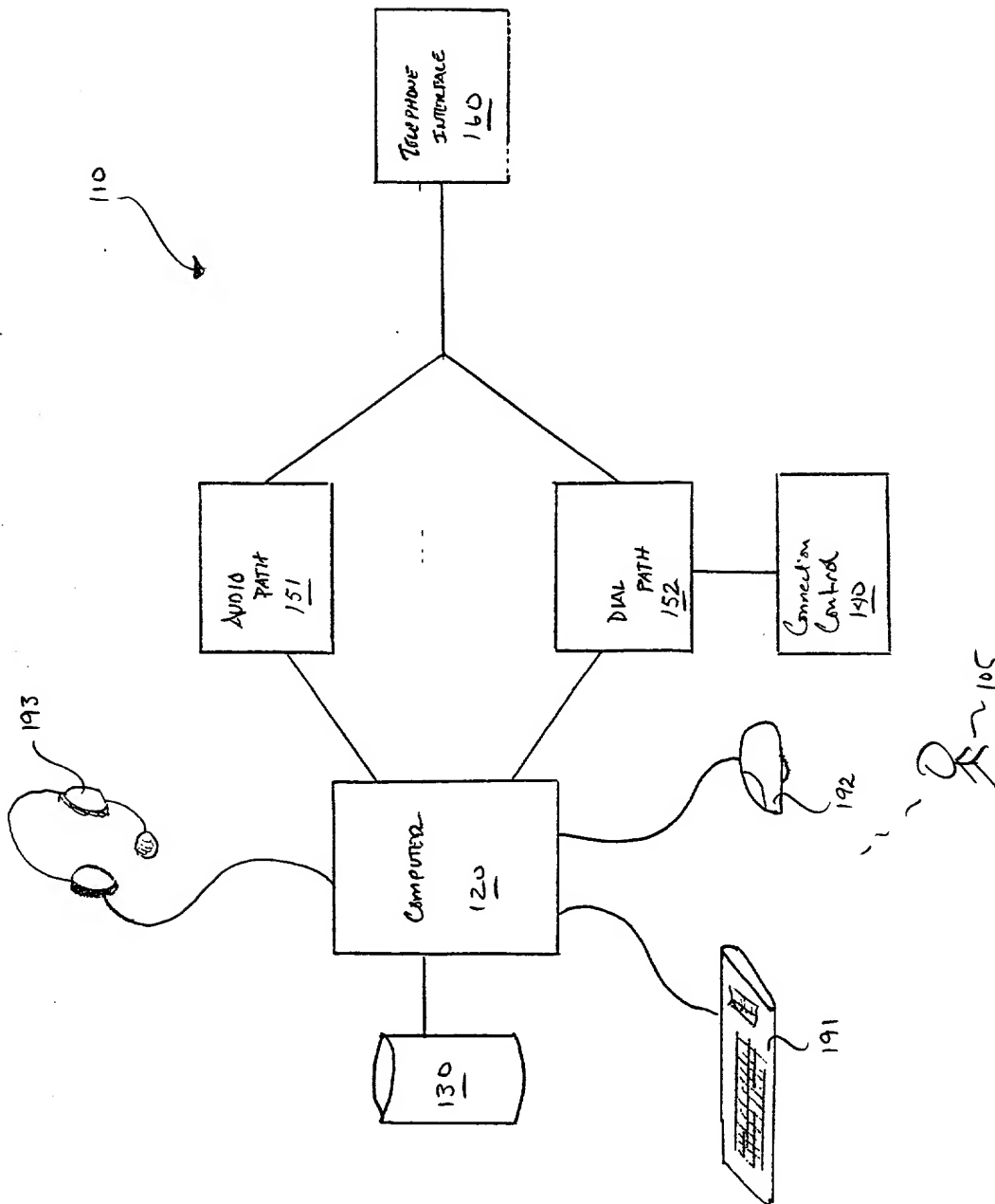


FIG. 2B

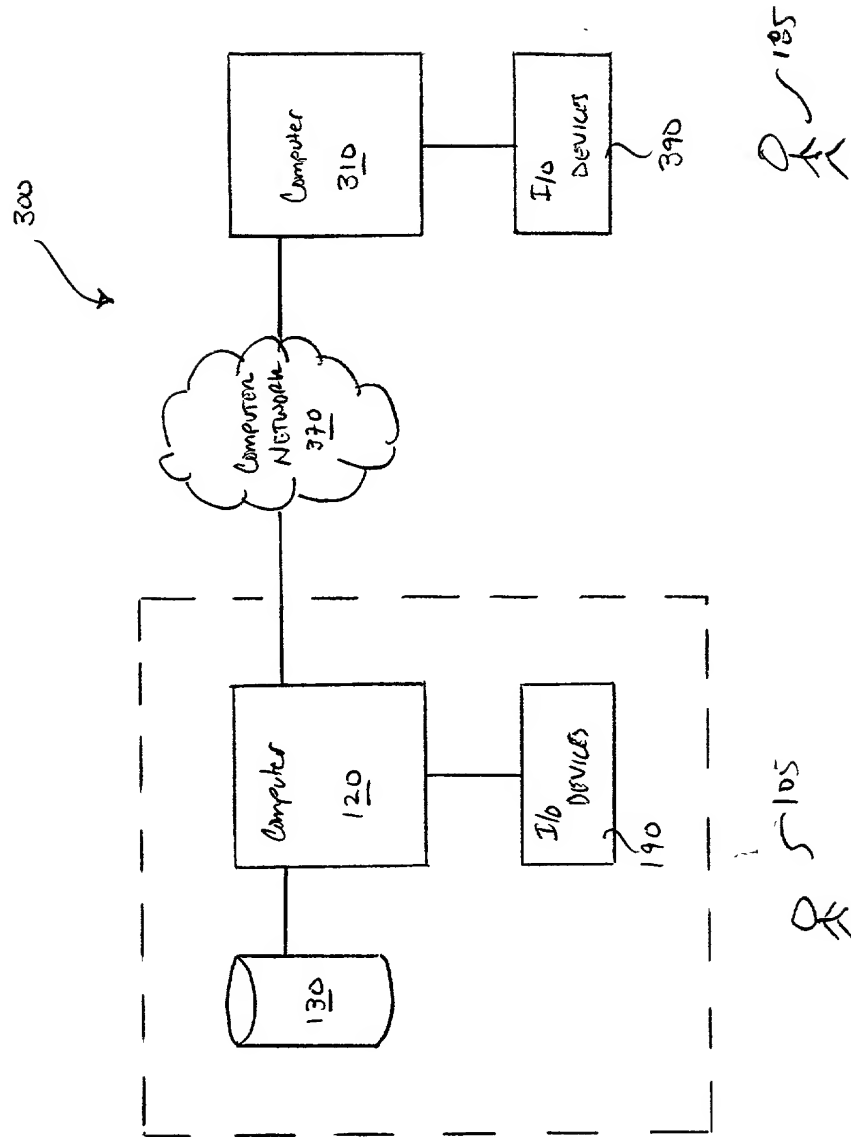


FIG. 3

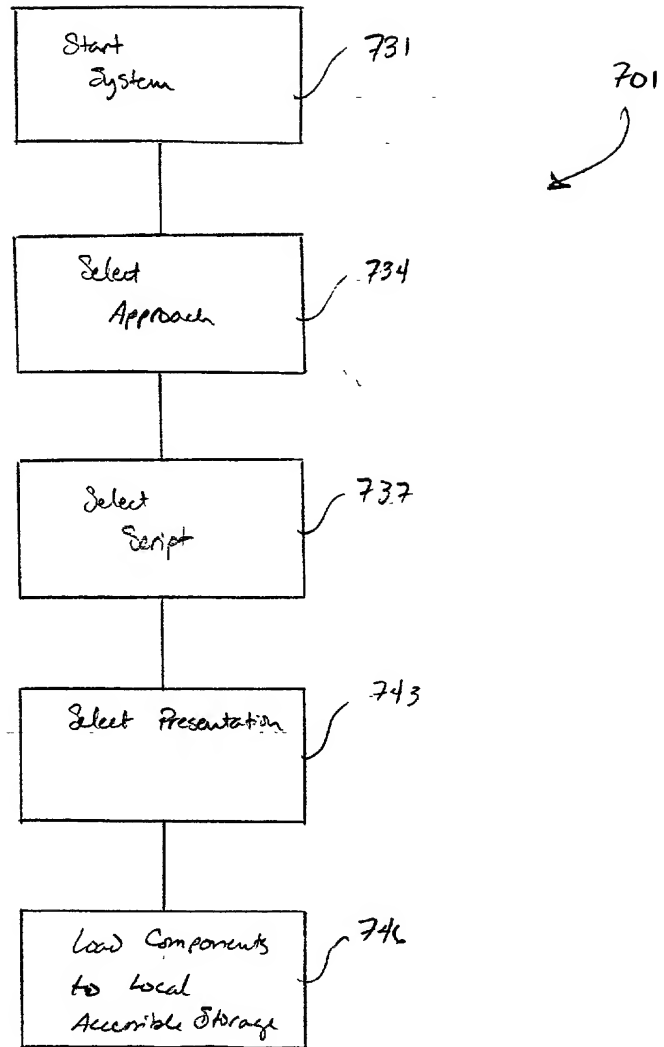


FIG 4A

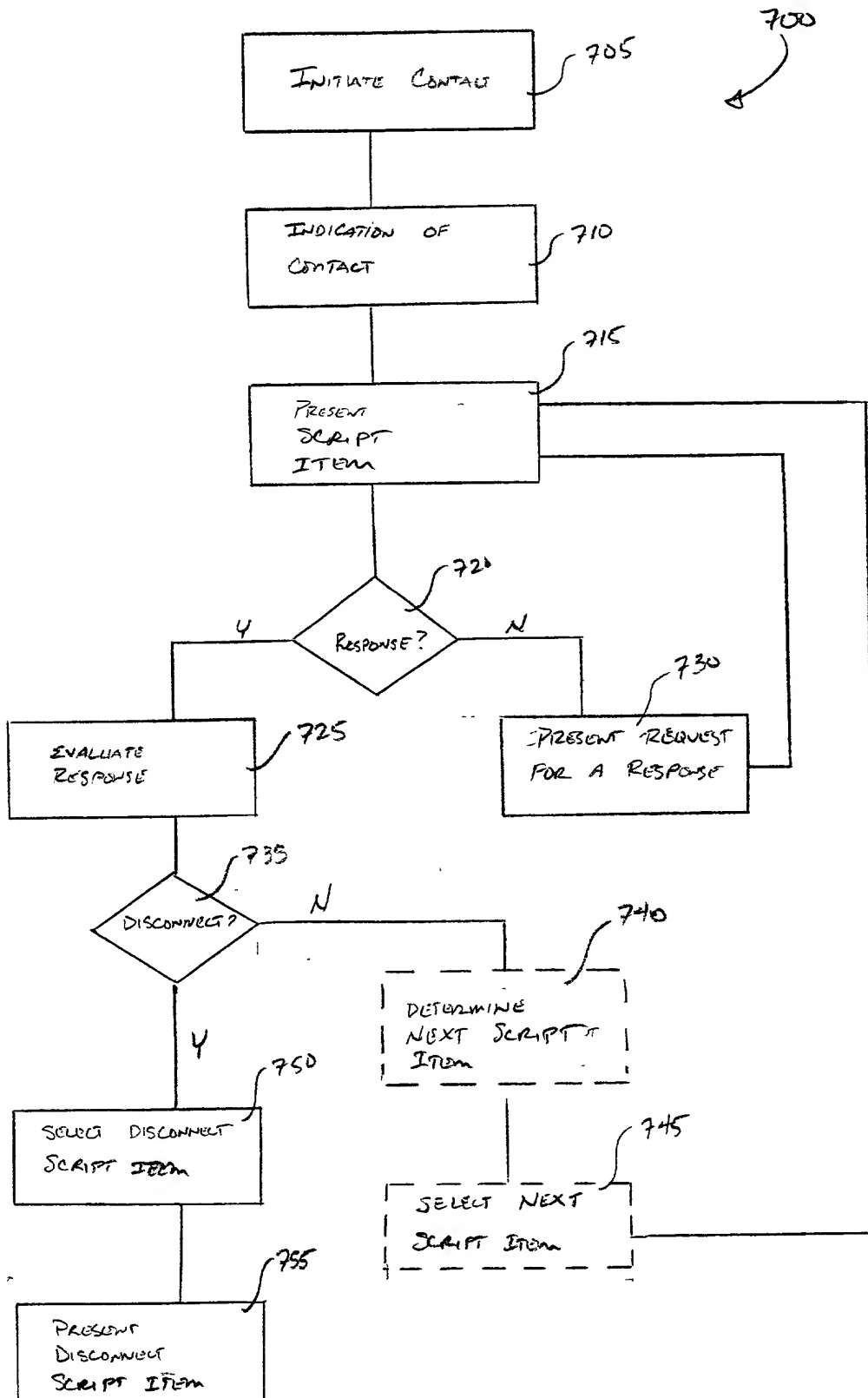


FIG. 4B

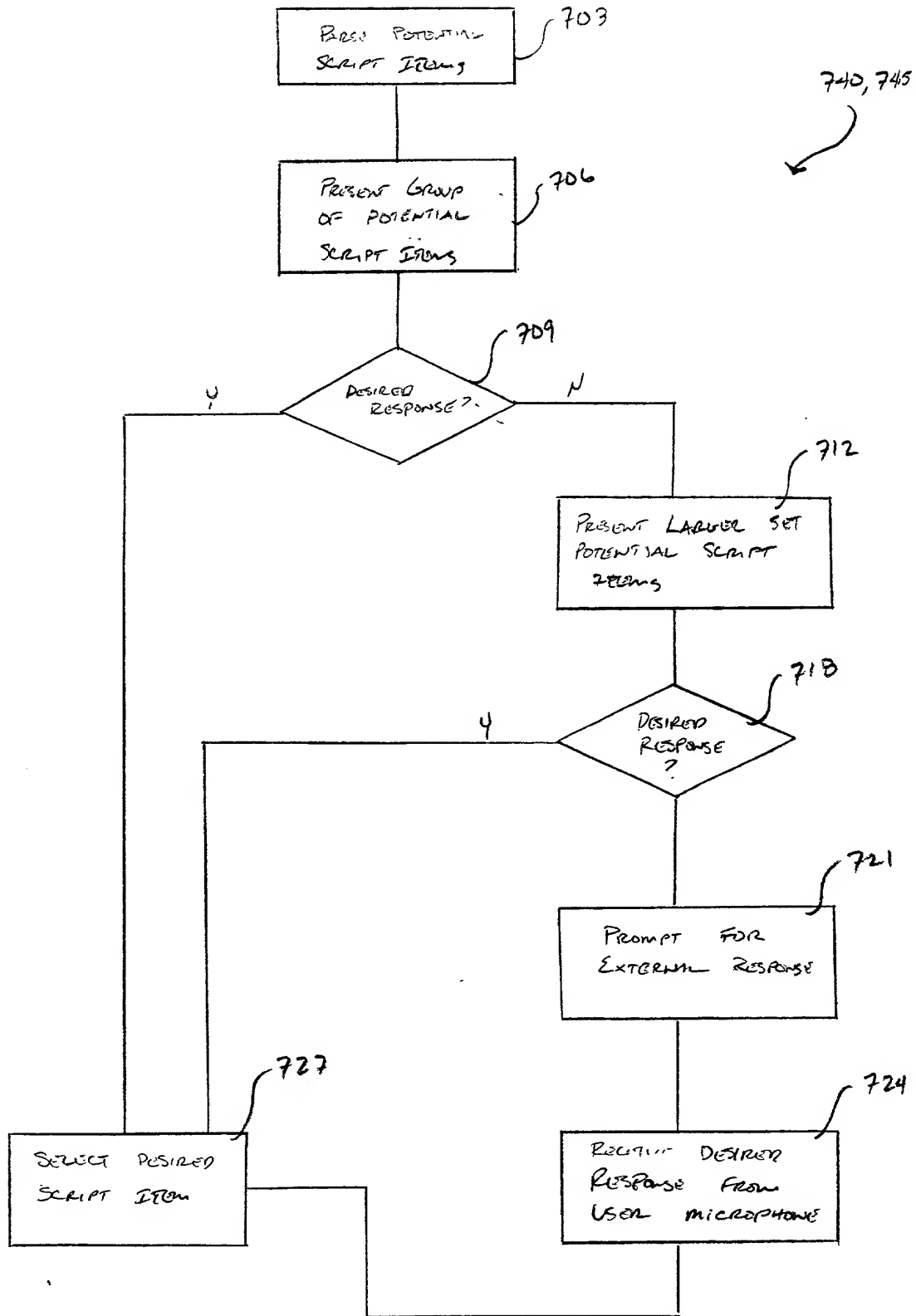


FIG 4C

20091552-030502

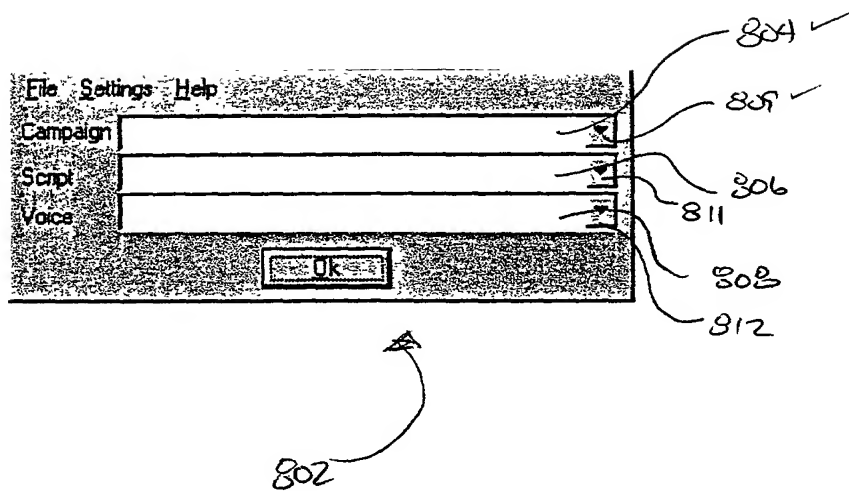


FIG. 5

2050ED*25916007

File Settings Help

When customer answers, Press 1 to start script

201

	End	Long
1 Introduction Statement	2010	Goodbye
2	2011	1- How Much Time?
3	2012	A- Call Another Time
4	REPLAY SOUND	
5	STOP SOUND	

Navigation

Back a Screen

Q- Retail Script

Agreement

Y- Yes

N- No

L- Laugh

C- Company Name

R- Repeat that?

G- Good

U- Uh Huh

O- OK

- Explicitly

Last Key Pressed

Other

P- Phone Number

Computer/Recording?

S- Sorry

B- Busy

Short

1- Agent Name

2- Why a Survey?

2010

Fig 6

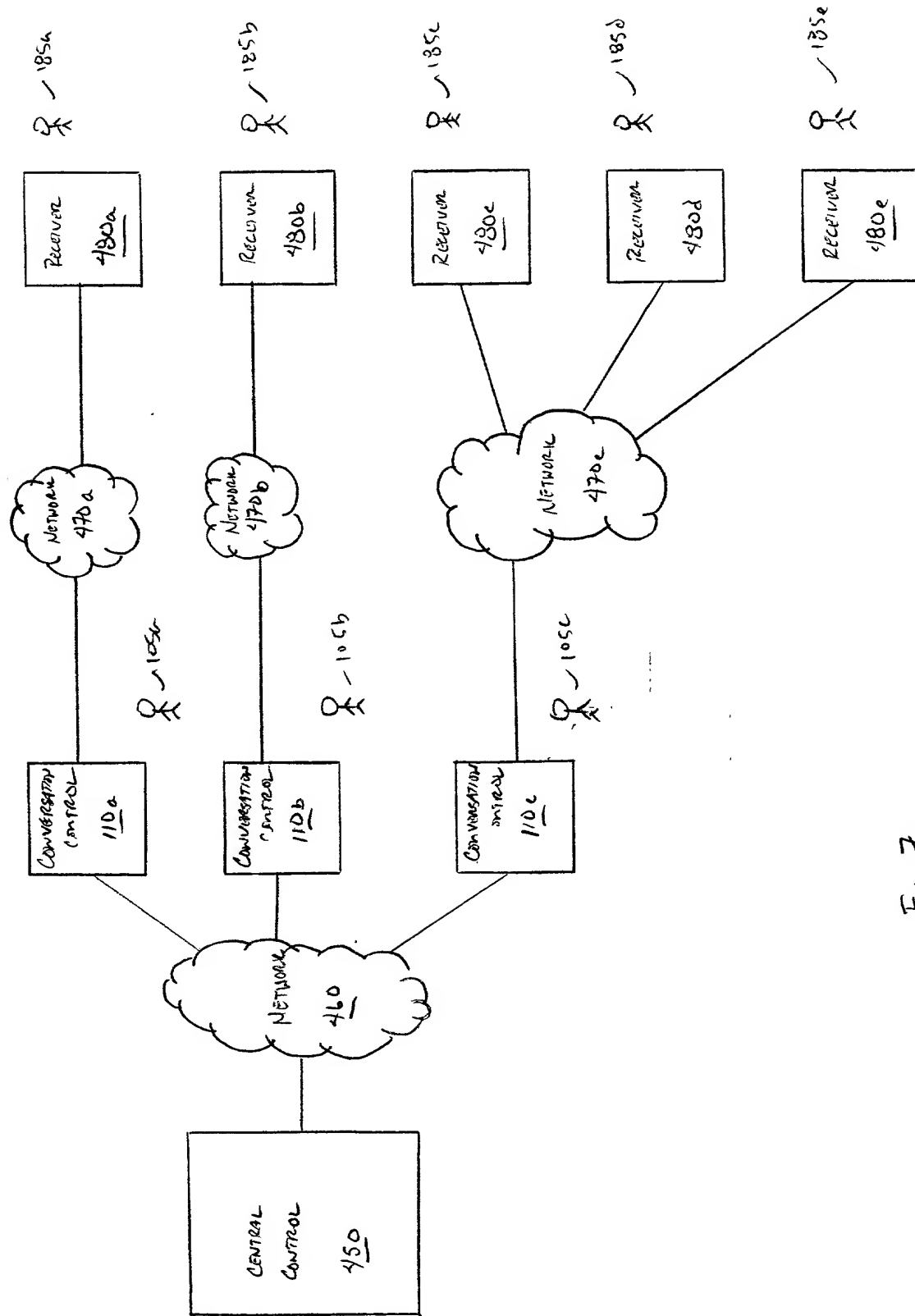


FIG. 7

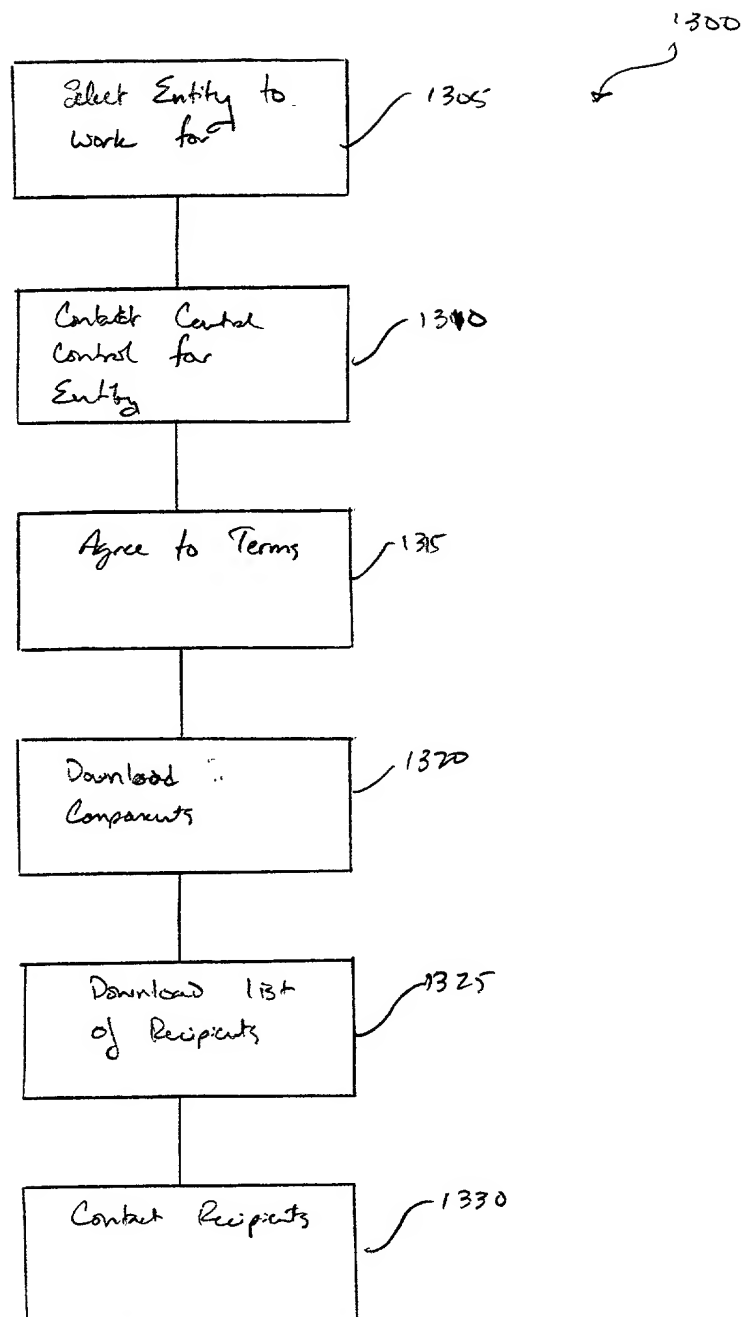


FIG. 8

500

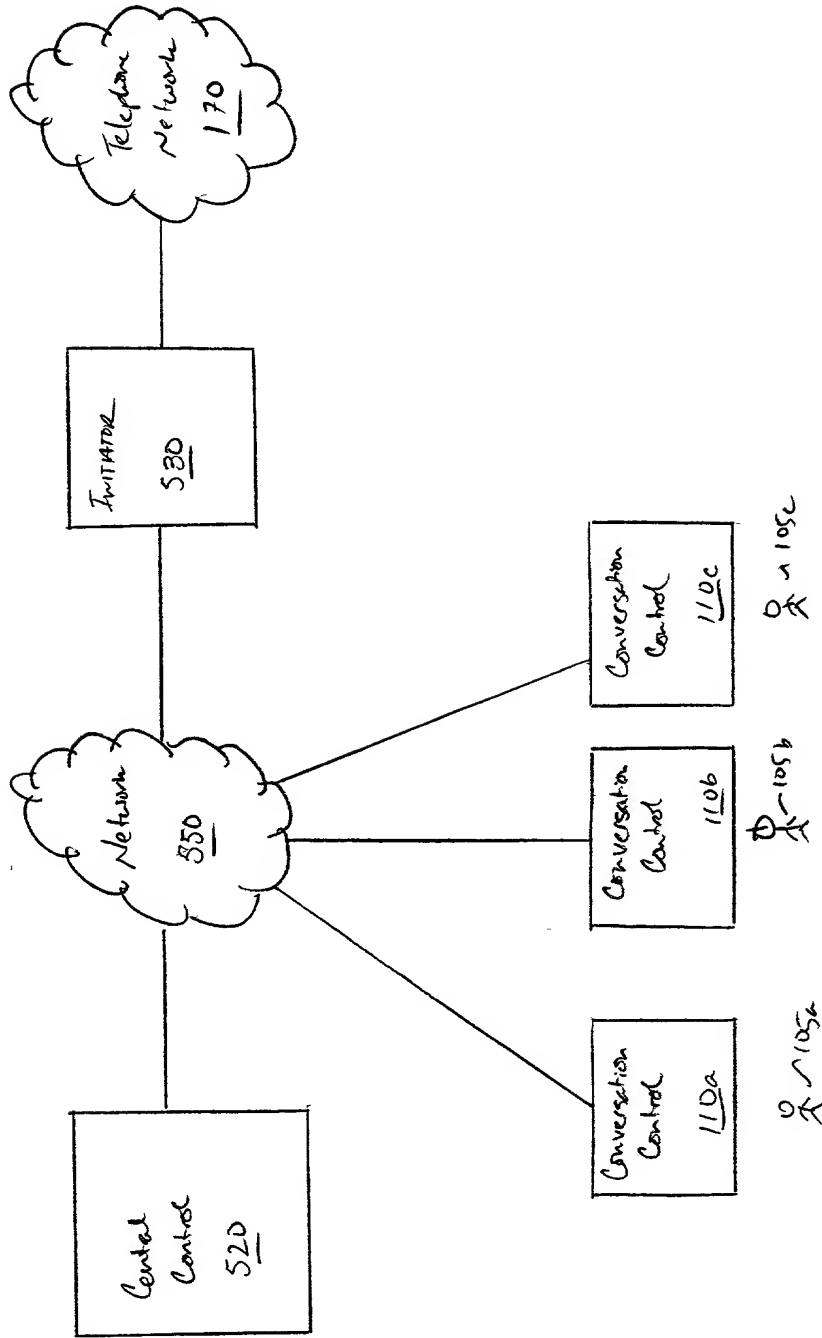


FIG. 9

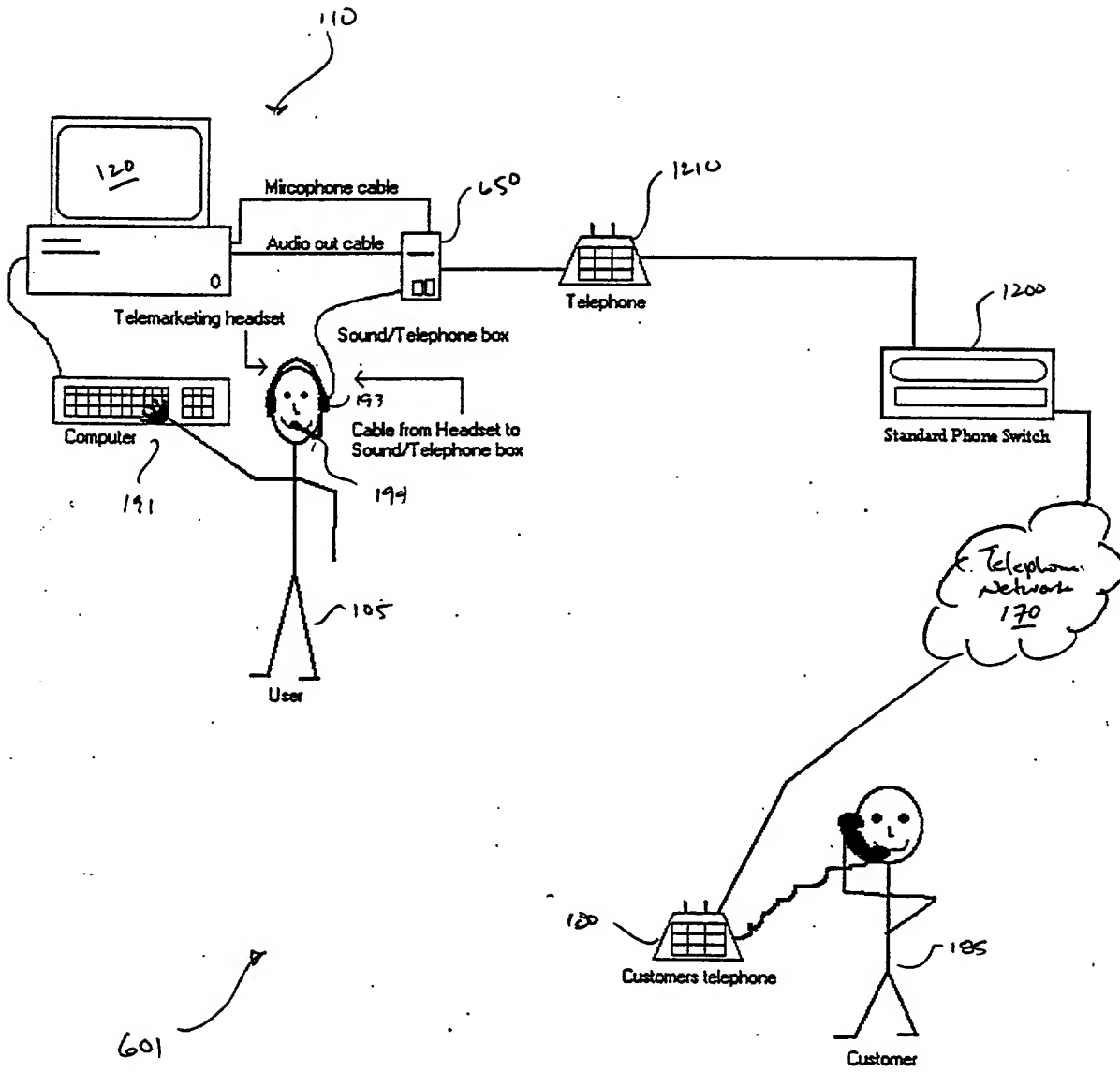


FIG. 10B

20250915.03000

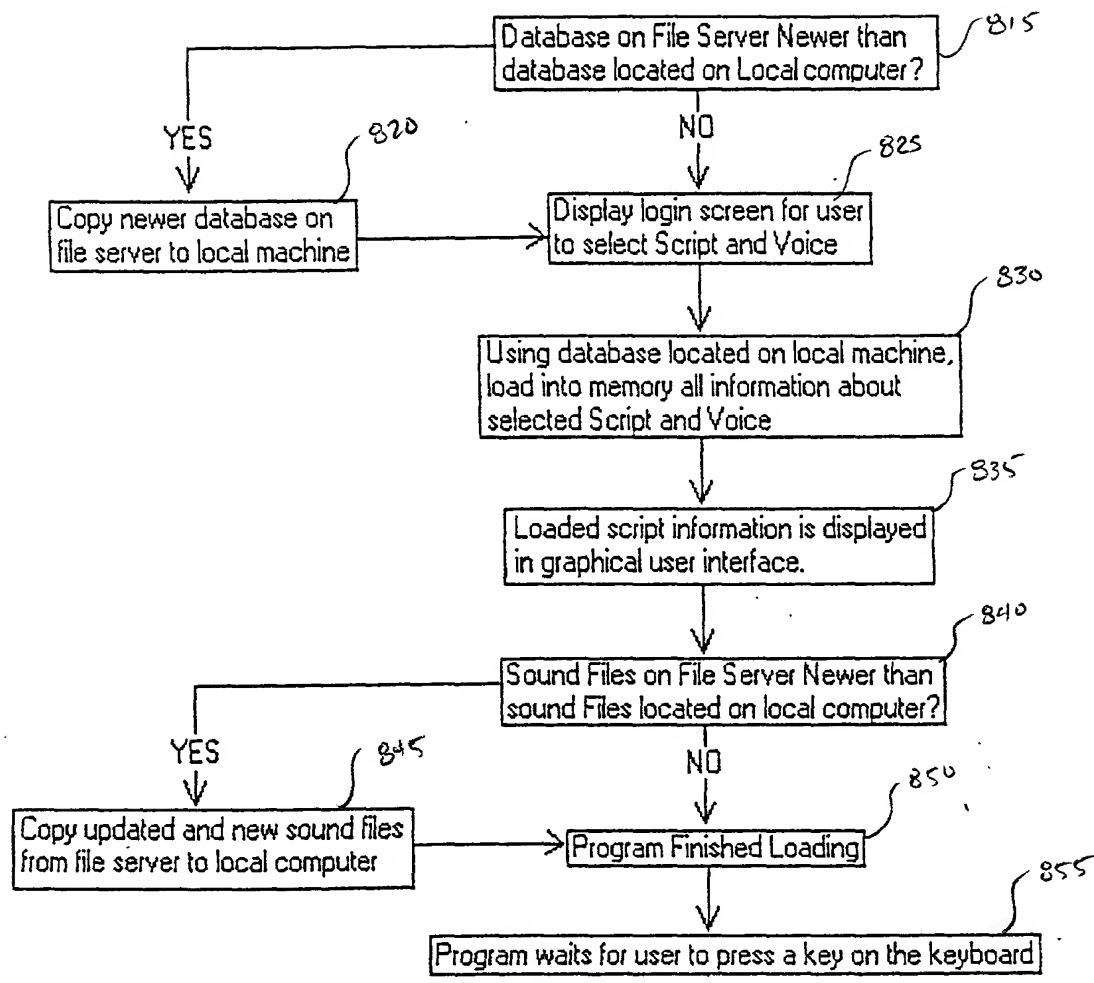


FIG 11